

ZI QING ONG

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EDUCATION

SINGAPORE MANAGEMENT UNIVERSITY
Bachelor of Social Science (Psychology)

Aug 2021 - Dec 2025
GPA: 3.4/4

EXPERIENCE

PAWKIT

June 2025 – Present

Business Development and Operations Intern

- Spearheaded end-to-end product execution (post-scoping) for a pet-care mobile app, aligning cross-functional teams to drive timely development and delivery
- Collaborated closely with UI/UX designers and developers to review wireframes, mockups, and prototypes, ensuring intuitive, user-centric experiences
- Served as the primary point of contact between internal stakeholders and an outsourced development team; oversaw QA testing and release cycles.
- Planned and coordinated product-related deliverables leading up to launch, ensuring alignment across development, marketing, and support functions
- Managed the preparation of product-facing materials, including service listings, SOPs, provider onboarding and user guides to ensure consistency and readiness for launch.
- Translated technical documentation from Chinese to English to facilitate clear communication between the outsourced development team and internal stakeholders

SCHNEIDER ELECTRIC

June 2024 – Dec 2024

Learning Specialist Intern

- Organized and facilitated multiple learning interventions, coordinating with various stakeholders across departments and regions to ensure smooth execution and alignment with business needs
- Analyzed the effectiveness of learning interventions using quantitative and qualitative metrics to track progress, and generated reports regarding the learning progress to be disseminated to HR teams across East Asia and Japan
- Propose methods to measure learning progress and effectiveness, utilizing digital tools to enhance data accuracy.
- Translated Learning Needs Assessments into a comprehensive Regional Development Plan for East Asia and Japan, addressing key learning gaps.

CO-CURRICULAR ACTIVITIES

VICE-PRESIDENT ,SMU BALLARE

Jan 2023 - Dec 2023

- Communicate with stakeholders to enhance welfare for all members within the club
- Initiate welfare events to enhance sense of community in the club and increase retention rate of members by 50%
- Planning and leading events to increase outreach of the club and doubled the number of recruited members
- Organized and led a group of over 40 students onto a trip to Malaysia to participate in an international ballroom competition.

SKILLS & INTERESTS

- Proficient in Microsoft Office Suite (Word, PowerPoint, and Excel) and Power Query
- Programming Languages: C, Flutter, Java, JavaScript, React, Python (Pandas, NumPy), HTML, CSS, SQL
- English (Native), Chinese (Native)

